

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                      **COMMUNITY SERVICE OFFICER I**

**DEPARTMENT:**                **POLICE**

**BASIC FUNCTION:**

Under direct supervision, performs a variety of routine community service duties in support of police functions in assigned divisions of the Police Department; and performs other related work.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents in the Community Service Officer I class assist in a variety of non-sworn and non-hazardous responsibilities supporting law enforcement functions that are limited to duties of a routine nature, such as, clerical duties and occasional field work. This class differs from the next higher level, Community Service Officer II, in that the latter performs more difficult and journey-level duties working independently and in more specialized areas, such as, parking enforcement and vehicle abatement programs and fieldwork. Each position in the series is classified at a level commensurate with the duties and level of responsibilities required of the position. Advancement to the next level requires demonstrated competencies and participation in a competitive process.

**KEY RESPONSIBILITIES:**

Receives and responds to citizen inquiries and requests for police services in person and by telephone;

Relieves sworn police personnel by handling time-consuming calls and giving and receiving information from the public;

Answers telephones, directs calls to appropriate divisional areas, and serves as a receptionist;

Photographs and fingerprints individuals;

Performs clerical tasks related to assignments;

Maintains a variety of statistics, police files and logs;

Coordinates and conducts police facility tours;

Prepares stolen bicycle reports;

Enters and retrieves information from ARJIS;

Uses a computer terminal or personal computer to enter and retrieve data;

Conducts background checks on offenders;

Performs delivery and pick-up of: materials for court processing, police vehicles and equipment for service or repair, and department supplies as assigned;

Assists property officer in the maintenance and deposition of stolen or lost/found property;

Assists with neighborhood watch and other crime prevention programs, such as, participating in presentations, scheduling activities, providing liaison to participating agencies and groups, and preparing related informational materials;

Performs other related duties as assigned.

### **QUALIFICATIONS:**

#### **Knowledge of:**

General office practices including operation of standard office equipment including a computer terminal;

Basic record keeping principles and practices;

Basic vehicle maintenance tasks;

#### **Ability to:**

Understand and follow written and oral instructions;

Write clear and accurate reports;

Perform routine clerical tasks;

Deal tactfully and courteously with employees and the public;

Learn, apply, and explain departmental policies, rules, instructions, laws and regulations related to assigned tasks;

Operate computer terminal keyboards to enter and query information;

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

Equivalent to graduation from high school and one year of full-time responsible public contact experience. Familiarity of law enforcement functions is desirable.

**SPECIAL REQUIREMENTS:**

Possession of a valid California Drivers' License.

Must pass a detailed background investigation which may include a psychological evaluation.

Must be willing to work overtime, rotating evening, night, weekend and holiday shifts.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Depending on the essential duties of the assignment, the physical and mental requirements and environment may vary. Specific physical, mental requirements and environment will be specified at the time of hire. Driving a vehicle to deliver materials or to travel to another location is required and will vary as to the frequency depending on the assigned duties.

**Police**

**Salary Schedule**

**[Carlsbad Police Officers' Association Salary Schedule](#)**

**Benefits**

**[City of Carlsbad Police Department Benefits](#)**